

I signed up for Aol two months ago(Jan) tried to downloaded but was unable to and didnt received cd in mail as the free trail stated. so i thought it was never processed until i was billed in March for \$23.90.I had peoplepc for \$10.95 and did not need Aol. I called AOL on 3/11/05 to CANCEL. I did not have Aol on my computer and did not use the 2 free months. Rebecca in the cancellation department told me she can refund me the \$23.90(which they did) and I can get internet service for \$14.95 a month. I agreed based on the lower price and the one month free. Rebecca DID NOT EXPLAIN THE FEATURES, so i assumed it was the same dial-up as the \$23.90. I was finally able to download the old version AOL 8.0 on my computer until the 9.0 cd arrive in the mail.

Well, here is the problem, i logged on and went to view the bill and saw the \$23.90 on my account. I first contacted the AOL on-line service rep MIH... and he/she explained my bill is \$23.90. I tried to explain Rebecca signed me up for the \$14.95 plan. The on-line rep did not see the change in my account and advised me to call the 1-888-265-8003 to discuss my billing. well, after talking to 3 other reps i was finally connected to Shelly a supervisor (askshellybi@aol.com). she explain there was no such plan for \$14.95 plan. i informed Shelly that Rebecca did not explain that vital information to me when i was trying to cancel my services. Shelly agreed to signed me up for the \$14.95 plan but I must agree to a one`year contract in which i did.

my complaint is i was forced to agree to a one-year contract in order to receive the \$14.95 month and WHO ELSE IS GOING THRU THIS ORDEAL WITH AOL WHEN TRYING TO CANCEL MEMBERSHIP.